

CONNECT WITH CANADA'S CALL CENTRE EXECUTIVES.

Get your FREE listing in the 2010 Official Industry Directory.

The Contact Management Industry Directory is your connection to thousands of decision-makers actively looking for suppliers to help ensure the success of their call centre, customer service centre, or CRM programs.

Every year, approximately 500 companies choose to be listed in the Directory because they know **it's the only directory call centre executives turn to for vendors.** If you want a bigger piece of Canada's \$6 billion-a-year call centre industry, you need to let your prospects know you're in the game.

REACH DECISION MAKERS WITH MONEY TO SPEND.

The Directory is included and distributed with the November/December issue of Contact Management magazine.

- Reach 5,200 devoted subscribers with large and dedicated call centre budgets.
- These individuals allocate their budgets to technology, training, facilities, staffing, payment systems, memberships, rewards, incentives, lead generation, interactive services and more.
- Approximately 3,000 additional copies of the Directory will be distributed at high-profile national and regional events, including the CMA National Convention and Showcase Forum, ICCM Canada, BCCCA Day, Ottawa Regional Call Centre Association Conference, Contact NB and more.



SHOW YOUR PROSPECTS YOU MEAN BIGGER BUSINESS THAN YOUR COMPETITORS.

A basic listing is free, but why opt for basic when you can grab attention, promote your brand and pitch new business with a **SUPER** or **ENHANCED** listing.

SUPER – Just \$249

- Eye-catching Logo
- 125-word description
- Full Contact Information
- Website Address
- Online Listing at contactmanagement.ca

ENHANCED – Just \$99

- 50-word description
- Full Contact Information
- Website Address

REGISTER YOUR LISTING TODAY.

Complete the enclosed form and return by November 20, 2009. Remember – the cost of upgrading is a small price to pay for a year of BIG IMPACT in the most-thumbed vendor source in the industry!

Listing deadline: **November 20, 2009**

Advertising deadline: **November 27, 2009**



Want more opportunities to reach call centre executives and related managers?

Contact Management magazine reaches 5,200 subscribers PLUS approximately 9,000 secondary readers. For advertising information or to request a media kit, please call:

905-201-6600 or 1-800-668-1838, or visit www.contactmanagement.ca

contact

MANAGEMENT CANADA'S PROFESSIONAL CUSTOM CONTACT SOLUTIONS FORUM

Please complete your listing for the 2009 directory which will be mailed to readers of Contact Management magazine in the November/December 2008 issue.

Complete your listing details, choose a listing type, and decide how many categories you would like this listing to appear in. Your full listing will appear in each additional category for \$30 per category.

Complete this page by November 20th and fax to:

LISTINGS at 905-201-6601 or email to steve@contactmanagement.ca (email logo as hi-res .jpg or .gif)

KEY LISTING DETAILS

Company: _____

Address: _____

City: _____ Pr/St: _____ Post/Zip: _____

Contact: _____

Title: _____

Phone: _____

Fax: _____

email: _____

Website: _____

Description

(Super-125 words; Enhanced-50 words; Free—none):

(or email description to steve@contactmanagement.ca)

Approved by (please print and date)



2010 Official Industry Directory

LISTING TYPE

- YES! Run my listing as:**
- ___ **Super (color logo & 125 word description) \$249**
- ___ **Enhanced (50 word description) \$99**
- ___ **Free (no logo, no description)**

(Please indicate at least one category
Note -- each additional category is \$30.)

CATEGORIES

- LEADERSHIP & STRATEGY**
Association; Conference; Economic Development (Location assistance); Government; Industry Awards; Industry Consultant; Mergers & Acquisition Advice; Site Selection; Legislation; Telemangement: Online Community; other Consulting.

- PEOPLE SOLUTIONS.**
Call centre valuation; career counseling; certification services; incentives; outplacement services; professional training; rewards & recognition; staffing & recruitment; workforce consulting.

- OPERATIONS & CUSTOMER SERVICE.**
Broadcast (fax, voice, email); design/ergonomics; call scripting & scenarios; customer care solutions; disaster prevention & recovery; do-not-call; privacy consulting; equipment repair & servicing; fulfillment & delivery; interpretation; legal & professional; marketing research; telecom provider; third-party verification.

- SOFTWARE.**
ACD software; analytics; billing systems; broadband (VOIP); call accounting; call monitoring; group conferencing (call/audio/web); call centre messaging; click-to-talk; CRM software; desktop GIS; document management software; document storage; ERM; email storage/routing; help desk suite; hosted contact centre; IVR; IP systems; mailing lists; music-on-hold; order management; payment processing; sales force automation (SFA); predictive dialers; scheduling; security software; speech/audio codecs; text messaging; workforce management.

- HARDWARE/FIXTURES.**
Computer telephony integration (CTI); furniture; general telephone equipment; headsets workstation systems; microphones; PBX systems; visual display units; VOIP hardware; wireless equipment.